



3644

PATENT  
Customer No. 22,852  
Attorney Docket No. 05793.3034-00

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: )  
)  
William J. Tumulty *et al.* ) Group Art Unit: 3644  
)  
Application No.: 09/820,982 ) Examiner: Susan C. ALIMENTI  
)  
Filed: March 30, 2001 )  
)  
For: SYSTEM AND METHOD FOR )  
PRIORITIZING CUSTOMER )  
INQUIRIES )

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

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**GROUP 3600**

Sir:

TRANSMITTAL LETTER

Enclosed is a reply to the Office Action of September 9, 2003.

The claims are calculated below:

|   | Claims Remaining<br>After Amendment |   | Highest Number<br>Previously Paid | Present<br>Extra | Rate    | Additional<br>Fee |
|---|-------------------------------------|---|-----------------------------------|------------------|---------|-------------------|
| Total   | 55                                  | - | 42                                | 13               | x \$ 18 | \$ 234.00         |
| Indep.  | 5                                   | - | 4                                 | 1                | x \$ 86 | 86.00             |
| <input type="checkbox"/> First Presentation of Multiple Dep. Claim(s) |                                     |   |                                   |                  | +\$290  | 0.0               |
| Subtotal  |                                     |   |                                   |                  |         | \$ 320.00         |
| Reduction by 1/2 if small entity                                      |                                     |   |                                   |                  |         | - 0.0             |
| TOTAL   |                                     |   |                                   |                  |         | \$ 320.00         |

A fee of \$320.00 to cover the cost of the additional claims added by this reply is enclosed.

Please grant any extensions of time required to enter this response and charge any additional required fees to our deposit account 06-0916.

Dated: December 8, 2003

By: Ranjeev Singh  
Ranjeev K. Singh  
Reg. No. 47,093

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12/10/2003 09:11:18 00000098 09820982  
01-FC-1201 86.00-0P  
02-FC-1202- 234.00-0P



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**GROUP 3600**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**AMENDMENT**

In reply to the Office Action mailed September 9, 2003, please amend the  
above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims in this paper.

**Remarks/Arguments** follow the amendment sections of this paper.

12/10/2003 SSITHIB1 00000098 09820982

01 FC:1201  
02 FC:1202

86.00 OP  
234.00 OP

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